AASTRA

MODEL 480i CT

RELEASE 1.4

41-000124-00-08

USER GUIDE

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About this Guide

This guide explains how to use the basic features of your new 480i CT phone. Not all features listed are available by default. Contact your system or network administrator to find out which features and services are available to you on your system. Your system administrator has the ability to customize some features on this phone. For information on more advanced settings and configurations, administrators should refer to the *Aastra SIP 480i/480i CT/9112i/9133i IP Phone Administration Guide*.

Documentation

- ***Aastra 480i CT Installation Guide*** – installation and set-up instructions, general features and functions, and basic options list customization. Included with the telephone.
- ***Aastra SIP 480i CT IP Phone User Guide*** – explains the most commonly used features and functions for an end user.
- ***Aastra SIP 480i/480i CT/9112i/9133i IP Phone Administration Guide*** – explains how to set the 480i phone up on the network and contains advanced configuration instructions for the 480i. This guide has instructions that are at a user level.

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Introduction

This guide compliments the Aastra Model 480i CT Installation Guide that is included with the phone. Please refer to the installation guide for information on hardware requirements, features and physical set up of your new 480i CT.

Software Prerequisites

- Permission to register at the IP PBX
- Access to a Trivial File Transfer Protocol (TFTP), File Transfer Protocol (FTP), or Hypertext Transfer Protocol (HTTP) server

Phone Features

- A 3.5" x 2.25" backlit display on main unit
- Handset with 1 1/4" x 3/4" backlit display and a handset base.
- 6 multi-functional softkeys - as default or customized settings
- 4 line/call appearance buttons with corresponding lights.
- Up to 5 additional line/call appearances as softkeys.
- Enhanced busy lamp fields.
- Full-duplex speakerphone for handsfree.
- Built-in-two-port, 10/100 Ethernet switch which lets you share a connection with your computer.
- Inline power support, which eliminates power adapters.

General Requirements

- A SIP-based IP PBX system or network installed and running with a number created for the new 480i IP phone.
- Adherence to SIP standard RFC 3261.
- Access to a configuration server where you can store the firmware image and configuration files.
  The configuration server must be able to accept connections anonymously (if TFTP is used).
- The IP phone must be configured for a specific type of protocol to use. (TFTP is enabled by default). You can configure the following protocols on the IP phone:
  - TFTP (Trivial File Transfer Protocol)
  - FTP (File Transfer Protocol)
  - HTTP (Hypertext Transfer Protocol)
- A 802.3 Ethernet/Fast Ethernet LAN
- Category 5/5e straight through cabling
- Power over Ethernet (PoE) power supply (optional accessory – necessary only if no inline power is provided on the network).

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Customizing Your 480i CT Base Station

Setting Your Options

Pressing the key gives you a list of configuration options. You can also change these options in your phone through the Aastra Web UI. Refer to the *Aastra 480i Installation Guide* for information on less advanced configuration options.

Note: Some options should only be set up or changed by a network or system administrator. Please contact your system or network administrator before adjusting any administrator level options. For more information on these options, administrators should refer to the *Aastra SIP 480i/480i CT/9112i/9133i IP Phone Administration Guide*.

Aastra Web UI

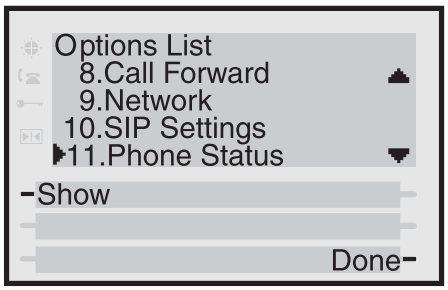
You can access specific configuration options on the 480i CT Base Station phone using the Aastra Web UI.

In order to access the Aastra Web UI, you will need to know the IP address of your phone.

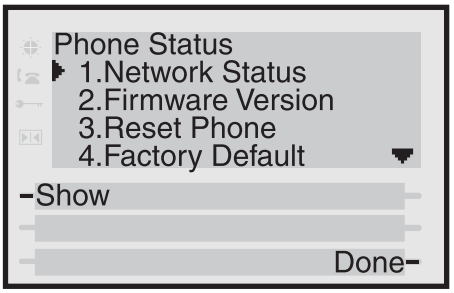
Finding Your Phone's IP Address

Aastra Web UI

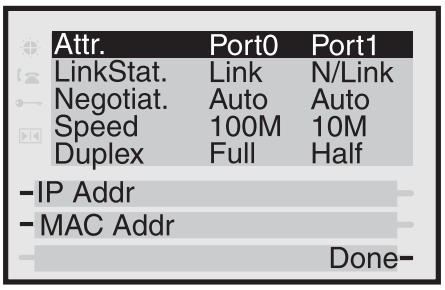
1. Press to enter the Options List.
2. Use to scroll down the list of options to Phone Status and press the Show softkey.



3. Use to scroll to Network Status and press the Show softkey.



4. Press the IP Addr softkey.



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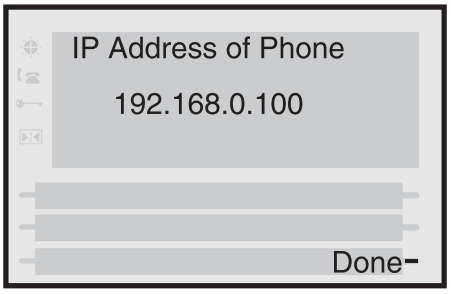
5. You will now see your phone's IP Address.



Accessing the Aastra Web UI

Aastra Web UI

1. Open your web browser and enter the phone's IP address or host name into the address field.
2. At the prompt, enter your username and password and click OK.

Note: For a user, the default user name is "**user**" and the password field is left blank.

The Network Status window displays for the IP phone you are accessing.

3. You can logout of the Aastra Web UI at any time by clicking **LOGOFF**.

The following categories display in the side menu of the Aastra Web UI: **Status, Operation, Basic Settings**.

Status

The **Status** section displays the network status and the MAC address of the IP phone. It also displays hardware and firmware information about the IP phone. The information in the Network Status window is read-only.

Operation

The **Operation** section provides the following options:

- **User Password** - Allows you to change user password
- **Softkeys and XML** - Allows you to set up to 20 softkeys for a specific function (line, do not disturb (DND), speeddial, busy lamp field (BLF), BLF list, XML, flash, park, pickup, or empty.
- **-Handset Keys** - Allows you to configure up to 15 softkeys on the handset.

Directory - Allows you to copy the Callers List and Directory List from your IP phone to your PC.

- **Reset** - Allows you to restart the IP phone when required.

Basic Settings

The **Basic Settings** section provides the following options:

- **Preferences** - Allows you to set park/pickup call settings, enable/disable call waiting tone and stuttered dial tone, suppress DTMF playback, set incoming intercom call settings, and set ring tones.
- **Call Forward** - Allows you to set a phone number destination for where you want calls forwarded. You can configure call forward on a global or per-line basis.

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Using your 480i CT Base Station

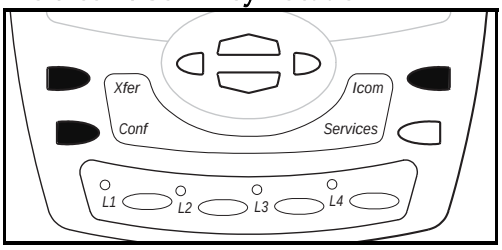
Hard keys

There are Hard keys on your phone, such as Hold, Redial, Xfer, Icom and Conf that are configured for the call handling features. These keys are static and cannot be reprogrammed or changed. They are located in two different areas on the phone.

Note: Your system administrator can configure outgoing Intercom calls for use with the Icom button. Contact your system administrator for more information.

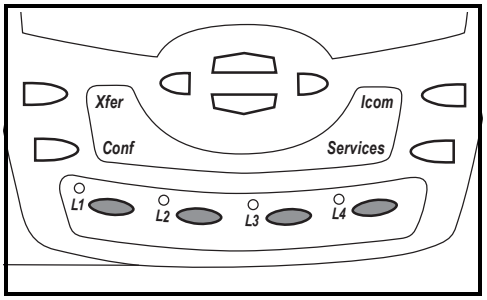
Hold/Redial Key Location

Xfer/Icom/Conf Key Location



Multiple Line and Call Appearances

The 480i CT has 4 hard line/call appearance buttons each with a corresponding status light. Additional line/call appearances may also have been set up on your phone as softkeys. To learn more about this, please see "Softkeys as Line/Call Appearances" on page 7.



These line/call appearance buttons and lights can represent physical lines or calls for your extension. By pressing a line/call appearance button, you connect to the line or a call it represents. The line/call appearance light indicates the status of that line or call. When the phone is taken off-hook, the phone will automatically select a line for you.

Line/Call Appearance Light Behaviour	Line/Call Appearance Status
Off	Idle line or no call activity
Light flashes quickly	Ringing
Light is solid	Connected
Light flashes slowly	Hold

When you have more than one call, you can use the left and right navigation buttons (◀ and ▶) to scroll left and right to the different call information. Icons ◀ and ▶ will appear if there is call information either left, right or both sides of the current information you are viewing.

The display will show what line the call information is referring to (L1, L2, L3, etc.), the Caller ID information (name and number, if available), the call status (Connected, Ring, Hold etc.) and the timer specific to that call.

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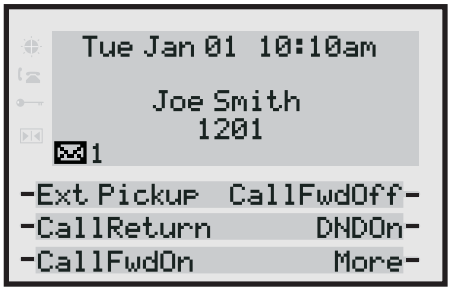
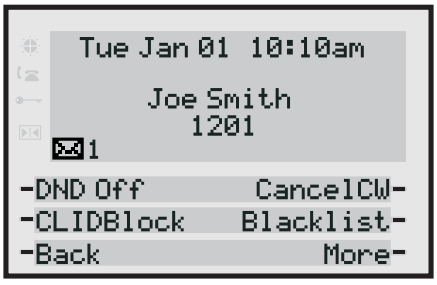
Idle State

The Idle State menu appears when your phone is not in use. Your system administrator can set these softkeys using the configuration files or the administrative options in the Aastra Web UI. For more information on idle state softkey configuration, contact your system administrator.

The following image is of the Idle State screen with some example softkeys:



If more than 6 softkeys have been set up for you, More and Back softkeys will be created as required. Pressing the More softkey accesses more Idle State softkeys on the next screen while pressing the Back softkey accesses the softkeys on the previous screen.

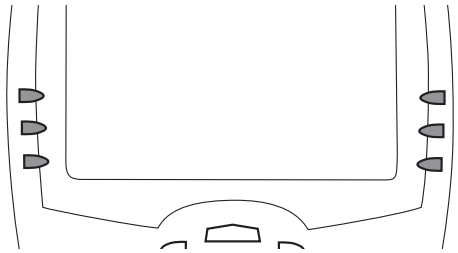


The envelope icon ✉ displays on the Idle State screen only if you have new messages waiting. The number next to the envelope indicates how many new messages you have. To access your voicemail messages, use the star codes for your system if a voicemail softkey has not been configured on your phone.

For more information on your system's star codes, please refer to the documentation for the system you are using.

Softkeys

Your 480i CT has 6 softkeys, 3 on either side of the phone's display.



These softkeys are pre-programmed for call handling and extension management features of the SIP system. The softkey menus will change depending on the phone's state, displaying relevant softkeys only.

Note: The softkeys outlined in this section represent the default arrangement of softkeys within the various screens.

Customized Softkeys

The 480i CT Stations Base can have its softkeys configured for any of the following:

- line/call appearances
- speeddials
- do not disturb (DND)
- Busy Lamp Field (BLF)
- BLF List
- XML
- Flash
- Park
- Pickup
- Empty

You can set the softkeys on your phone to function using any of the features listed above. You can also set the softkey to display a specific state on the IP phone UI. You must use the Aastra Web UI to set the softkey. This sectoin describes each of these softkey functions.

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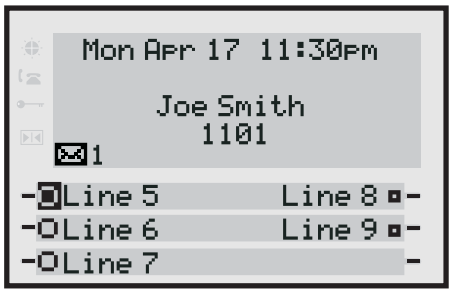
Softkeys as Line/Call Appearances

You can customize the softkeys on your 480i CT phone to function as line/call appearance softkeys. These line/call appearance softkeys function in a similar manner to the 4 line/call appearance hard keys and lights on your phone. For details on the line/call appearance hard keys and lights, please refer to the section "Multiple Line and Call Appearances" on page 5 of this manual.

Lines/call appearance softkeys appear on the phone's display as shown in the following image.



Icons next to the softkeys within the phone's display indicate the status for that line or call and have equivalent status to the line/call appearance lights of the hard keys on the phone. The following table provides a description for each icon.

Softkey Line/Call Appearance Lights

Activity	Light	Icon	Definition
Idle	Solid		There is no call activity for the line/call appearance softkey.
Connected	Solid		A call is connected to your phone on this line/call appearance softkey. The equivalent on a line/call appearance hard key is a solid green light.
Ringing	Flashing		A call is ringing at your phone on this line/call appearance softkey. The equivalent on a line/call appearance hard key is a fast flashing green light.
On Hold	Flashing		A call is on hold on your phone on this line/call appearance softkey. The equivalent on a line/call appearance hard key is a slow flashing green light.

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Depending on how the phone has been configured, the maximum number of total line/call appearances that can be set up is 8 or 9 (4 line/call appearance as hard keys and 4 or 5 as softkeys). If all line/call appearances have been set up for the same number, a total of 9 lines can be configured. If all line/call appearances have been set up between two different numbers, a total of 8 lines can be configured. This means that when all line/call appearances are in use, 1 call is connected while the rest are on hold. No further outgoing or incoming calls can be made until one of the line/call appearances becomes available.

In active states, such as ringing, conference, connected, etc., all softkeys disappear except softkeys that have been set up as line/call appearances, and any context dependent softkeys required for the active state, such as the Drop softkey in the connected state. Typically, context dependent softkeys appear in the top left position and all line/call appearance softkeys appear in the remaining positions.

Note: In some situations, such as during a conference call, the line/call appearance softkeys may overwrite some of the context dependent soft keys. In this case, instead of the Previous and Next softkeys, up or down icons, ▲ or ▼, will appear on the display. By using the ◠ and ◡ navigation keys, you can access the same functionality as the Previous and Next softkeys.

indicator on the Supervisor's phone shows that the worker's

Softkeys as Customized Speeddials

You can set up custom softkeys as speeddials. Speeddial softkeys can dial a star code for a feature on the system or a phone number or a set of digits. A customized label displays inside the phone's display for each softkey. If you press a custom softkey, the phone goes off-hook and dials the star code or the number set up for this softkey.

Softkeys as Customized "Do not Disturb"

You can set a softkey to perform a "Do not Disturb" (DND) function.

If DND is set on a softkey, the key switches DND ON and OFF. If the phone shares a line with other phones, only the phone that has DND configured is affected.

The second line on the screen of the IP phone shows when DND is configured. When a call comes in on the line, the caller hears a busy signal or recorded message, depending on the server configuration.

Softkeys as Customized Busy Lamp Field (BLF)

You can set a softkey to Busy Lamp Field (BLF).

The BLF feature on the IP phones allows a specific extension to be monitored for state changes. BLF monitors the status (busy or idle) of extensions on the IP phone.

Note: The BLF setting is applicable to the Asterisk server only.

Example

A Supervisor configures BLFs on his phone for monitoring the status of a worker's phone use (busy or idle). When the worker picks up his phone to make a call, a busy

phone is in use and busy.

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On the 480i CT, the busy and idle indicators show on the IP phone screen display next to the softkey programmed for BLF functionality. When the monitored user is idle, an icon with the handset on-hook shows next to the BLF softkey. When the monitored user is on an active call, a small telephone icon is shown with the handset off-hook.

Note: You can also use the BLF configured softkey to dial out. Contact your system administrator for more information.

Softkeys as Customized BLF List

(For use with the BroadSoft Broadworks Rel 13 or higher platform only)

Your can set a softkey to BLF list.

The BLF list feature on the IP phones is specifically designed to support the BroadSoft Broadworks Rel 13 Busy Lamp Field feature. This feature allows the IP phone to subscribe to a list of monitored users defined through the BroadWorks web portal.

In addition to monitoring the idle and busy state, the BLF list feature also supports the ringing state. When the monitored user is idle, there is a small telephone icon shown with the handset on-hook. When the monitored user is in ringing state, there is a small bell icon shown. When the monitored user is on an active call then a small telephone icon is shown with the handset off-hook.

Note: The Broadworks BLF feature is not the same as the Broadworks Shared Call Appearance (SCA) feature and does not permit call control over the monitored extension.

If you set a softkey to use BLF/List, you must also enter a **BLF List URI** at **Operation->Softkeys and XML ->Services**. The BLF List URI is the name of the BLF list defined on the BroadSoft BroadWorks Busy Lamp field page for your particular user. For example, my480i-blf-list@as.broadworks.com. The value of the BLF\List URI parameter must match the list name configured. Otherwise, no values display on the 480i screen and the feature is disabled.

Note: You can also use the BLF/List configured softkey to dial out.

Example

A receptionist has a 480i CT running Broadsoft firmware that subscribes to a list of extensions from the BroadWorks Application Server. Each monitored extension in the list shows up individually on the 480i screen next to a softkey button. The softkey icons on the screen change depending on the state of the extensions.

Softkeys for Accessing XML Services

Extensible Markup Language (XML) is a markup language much like HTML. You system administrator can create customized XML menu services and load them to your IP phone. These services include things like weather and traffic reports, contact information, company info, stock quotes, or custom call scripts.

Users can access XML applications via the "**Services**" menu on the 480i CT or via a softkey set to use

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XML services. The phone performs an HTTP GET on the URI created by your system administrator.

You can set the following parameters for object requests:

- **xml application URI**
- **xml application title**

The xml application URI is the application you are loading into the IP phone. You must get this URI from your system administrator.

The xml application title is the name of the XML application that displays on the Services menu in the IP Phone UI (as option #4).

Softkeys as Customized Flash Key

You can set a softkey to generate a flash event when it is pressed on the 480i CT or 480i CT handset. You do this by setting the softkey to "**flash**". The IP phone generates flash events only when a call is connected and there is an active RTP stream (for example, when the call is not on hold).

Softkeys as Customized Park/ Pickup Keys

The IP phone (including the 480i CT handset) have a park and pickup call feature that allows you to park a call and pickup a call when required. There are two ways a user can configure this feature:

- Using a static configuration
- Using a programmable configuration (configure softkeys)

Note: The IP phone accepts both methods of configuration. However, to avoid redundancy, Aastra Telecom recommends you configure either a static configuration or a programmable configuration.

The IP phones support the Park/ Pickup feature on the Asterisk, BroadWorks, Sylantro, and ININ PBX servers.

Reference

For more information about configuring park/pickup on the 480i CT phone, see "Park Calls/ Pick Up Parked Calls" on page 21.

Softkeys as Customized Empty Key

You can set a softkey to force a blank entry on the IP phone display for a specific softkey. You do this by setting the softkey to "**empty**". The soft keys are added in order (from softkey1 to softkey20) after any hard-coded keys have been added. If a particular soft key is not defined, it is ignored.

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State-Based Softkeys

You can configure a specific state to display when a softkey is being used. Available states you can configure for each softkey include:

- **idle** - The phone is not being used.
- **connected** - The line currently being displayed is in an active call (or the call is on hold)
- **incoming** - The phone is ringing.
- **outgoing** - The user is dialing a number, or the far-end is ringing.

By default, the softkeys display in the states of idle, connected, incoming, and outgoing. All states are enabled.

In the Aastra Web UI, the operational states for each softkey display enabled. To disable a state, you uncheck the box for that operational state.

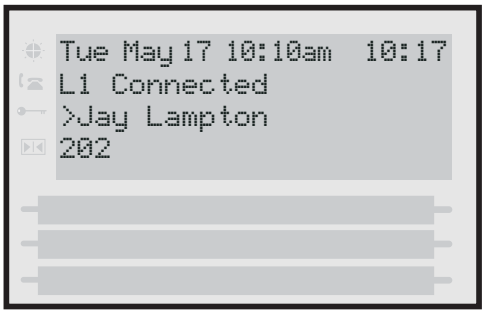
The IP phone idle screen condenses the softkeys. For example, if you set softkey 12 as the following:

Type: speedial
Label: Voicemail
Value *89
State: outgoing

then softkey 12 appears in position 1 if no other softkeys are set. A softkey type of "empty" does not display on the idle screen at all.

Connected State

The Connected State Screen will appear when you are talking to someone on the phone. Connected State functions are available as softkeys on the connected state screen, as well as hard keys on the phone. These softkeys and hard keys allow you to handle calls, such as transferring, conferencing, placing calls on hold and more.



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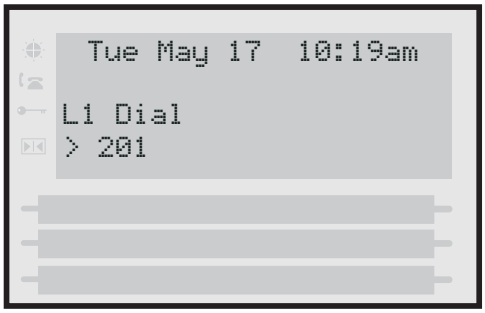
Making Calls from 480i CT Base Station

Dialing a Number

First, take the phone off-hook by lifting the handset, pressing the /↻ button or pressing a line/call appearance button. At the dial tone enter the number you wish to call. If you are unable to make calls within certain area codes, check with your system administrator for any toll restrictions placed on your extension that may restrict your access to long distance area codes or dialling prefixes.



Using Handsfree Speakerphone

The handsfree feature allows you to speak to someone without using the handset or headset. Your phone must be in either the speaker or speaker/headset audio mode.

- To dial using handsfree, first press and enter a number at the dial tone.
- To answer a call on the 480i CT Base Station using Handsfree, press .
- If in speaker audio mode, press to switch between handsfree and handset.
- If in speaker/headset audio mode, press to switch between handsfree and headset.
- When the handset is on hook, press to disconnect a hands-free call.
- When handsfree is on, the speaker light turns on.

Using a Headset

The 480i CT accepts headsets through the modular RJ22 jack on the back of the phone. Contact your telephone equipment retailer or distributor to purchase a compatible headset. Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.

Advanced Volume Controls for the Headset Mic

On the 480i CT, there are 3 options for the headset microphone volume.

To change this volume:

1. Press .
2. Use to scroll down the list of options to `7.Set Audio` and press the `Show` softkey, or you can press 7 to jump directly to this option.
3. Press the `Advanced` softkey.
4. Use to scroll down the list or press the `Change` softkey to go to the next selection.
5. Press the `Done` softkey to save changes and exit.
6. If you do not wish to save changes, press the `Cancel` softkey.

Note: By default, the volume for the headset microphone is set to medium.

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To Make and Receive Calls Using a Headset:

1. Ensure that you have selected a headset audio mode by accessing the Options menu.
2. Plug the headset into the jack.
3. Press the speaker/redial key to obtain a dial tone or to answer an incoming call. Depending on the audio mode selected from the Options menu, a dial tone or an incoming call will be received on either the headset or the handsfree speakerphone.
4. Press the end key to end the call.

Intercom

On the 480i CT base, the Icom key functions to access the cordless intercom feature. This feature allows the base to talk to any registered cordless handsets.

Using the Aastra Web UI, you can also enable (turn ON) or disable (turn OFF) the microphone or automatic answering (auto-answer) on the IP phone for incoming intercom calls. If auto-answer is enabled on the IP phone, the phone plays a tone to alert the user before answering the intercom call. If auto-answer is disabled, the phone rejects the incoming intercom call and sends a busy signal to the caller. By default, the microphone is OFF and auto-answer is ON.

Note: Your system administrator can configure outgoing Intercom calls using the Icom button. Contact your system administrator for more information.

Refer to the following procedure for using the Intercom feature.

IP Phone UI

1. Press the Icom.
2. Enter the extension number of the person you wish to intercom or the BLF softkey for that extension.
3. After a beep tone, your phone will automatically connect with the remote extension and you can speak through its speaker.
4. To cancel intercom, press the cancel key or the Cancel softkey.
5. When you are finished speaking, hang up the phone by placing the handset back on-hook or by pressing the end key or the line/call appearance button for the active call. When you hang up, the remote phone will also hang up.

Redial

Press Redial to automatically dial the most recent number you dialed from the phone.

The Redial list contains 100 items. While on-hook, pressing the Redial hard key will invoke the Redial list. While off-hook, the Redial key functions as a "hot redial" where the last number dialed is dialed again.

Note: Your system administrator can set your redial key to speedial a specific number. Contact your system administrator for more information.

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Mute

Press the button to mute handset, headset or handsfree. The speaker light will flash slowly and the text "Mute" will appear on the screen. You will still be able to hear the caller, but they will not hear you. To toggle mute on or off, press .

Note: If you place a muted call on hold, the phone automatically takes the call off mute when you reconnect to the call.

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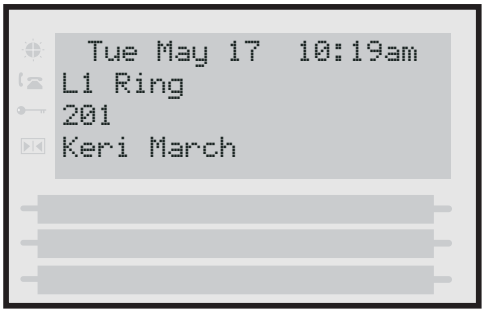
Receiving Calls at the 480i CT Base Station

When a call is ringing at your extension, you will see the Inbound Call Screen. The line/call appearance light will flash quickly for the incoming call.



Answering an Incoming Call

To answer the call:

- For handsfree operation, press the Answer softkey or the line/call appearance button for the incoming call.
- Press / for handsfree or headset operation.
  The setting you have selected in the Options List for Audio Mode will determine whether the call goes to handsfree or headset operation.
- Lift the handset for handset operation.
- When you answer the call, the screen will change to the Connected State menu. If you cannot answer the call, the caller will go to voice mail (if voice mail has been configured for your extension).

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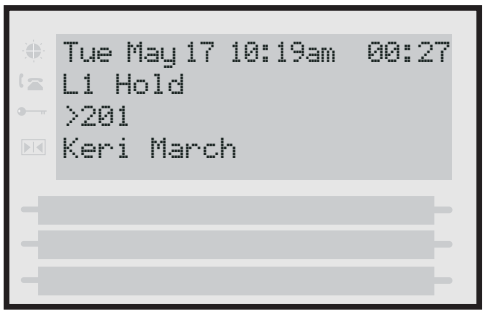
Handling Calls from the 480i CT Base Station

When you are connected to a call, you can use the softkeys or hard keys on the phone to transfer, conference or place a call on hold.

Placing a Call on Hold

When you place a call on hold, only your phone can retrieve the call. To place a call on hold:

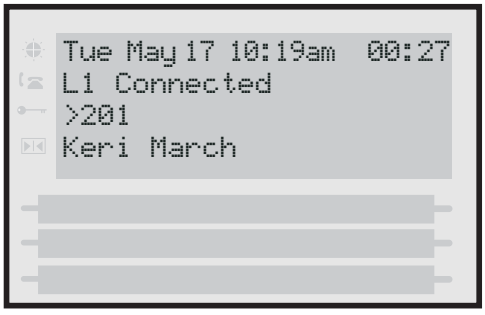
1. Connect to the call (if not already connected).
2. Press the Hold softkey



The line/call appearance light will begin to flash slowly. The screen will display "Hold..." with the line number the call is held on the phone.

When on Hold

When you have been placed on hold, you cannot hear any voice from the caller. The call/line appearance light for the line you are on will remain solid to indicate that you are still connected.



Automatic Hold

When juggling between calls, you do not have to press the hold button to go from one call to the next. The phone will automatically put your current call on hold as soon as you press a new line/call appearance button.

Retrieving a Held Call

If you have more than 1 call on hold, you can scroll through the held call information by pressing ◀ and ▶ navigation keys. To reconnect to a call press the line/call appearance button where that call is being held. If you press the call/line appearance button again, you will disconnect from the call.

Transferring Calls

Blind Transfer

A blind transfer is when you transfer a call directly to another extension without consulting with the person receiving the call. To do this, simply complete the transfer before the receiving party answers the call.

Consultative Transfer

You also have the option to consult with the person you are transferring the call to, before you complete the transfer. To do this, simply remain on the line until the receiving party answers the call. After consulting with the receiving party, you can either complete the transfer or cancel the transfer to go back to the original call.

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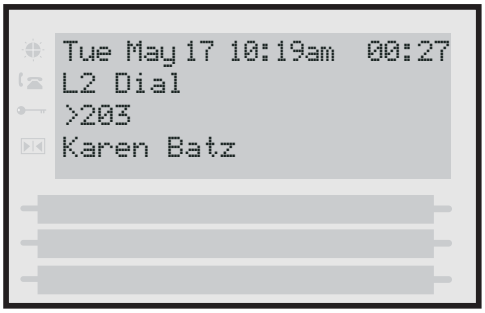
IP Phone UI

To transfer a call to another extension:

1. Connect to the call you wish to transfer (if not already connected).
2. Press Icom.



3. Press a line/call appearance button followed by the extension number of the person you wish to transfer the call to.
4. If you do not wish to transfer the call, press the line/call appearance button again to abort the transfer. This disconnects the new call, leaving the original call on hold. To go back to theoriginal call, press the line/call appearance button for this call.
5. To complete the transfer, you can press Icom again, or disconnect by placing the handset back on hook, pressing ☎ or pressing the line/call appearance button for the active call.

Conferencing Calls

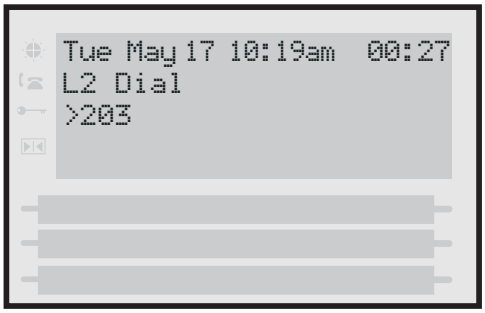
The 480i CT phone system supports up to 3 parties (including yourself) in a conference call.

Note: Your system administrator can set your conference key to speed-dial a specific number. Contact your system administrator for more information.

IP Phone UI

To create a conference call:

1. Connect to the first party you wish to include in the conference (if not already connected).
2. Press Conf.



3. Press a line/call appearance button followed by the extension number of the person you wish to add to the conference.
4. Wait for the new party to answer. You can consult with the new party first before adding them to the conference.
5. If you do not wish to add the new party to the conference, press the line/call appearance button for this call. This disconnects the new party, leaving the original call on hold. To go back to the original call, press the line/call appearance button for this call.
6. To add the new party to the conference, press Conf again.

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7.To drop the new party from the conference, press Conf one more time.

8.If you wish to exit the conference leaving the other two parties connected, disconnect by placing the handset back on-hook or by pressing .

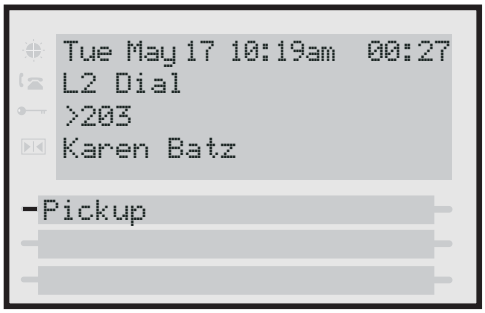
Picking up Calls

Press the line/call appearance button for that call. If the phone is connected to a call, pressing one of the line/call appearance buttons will automatically place this call on hold before opening up a new line for the new call.

IP Phone UI

To pickup a call:

1. Press the line/call appearance button for that call.



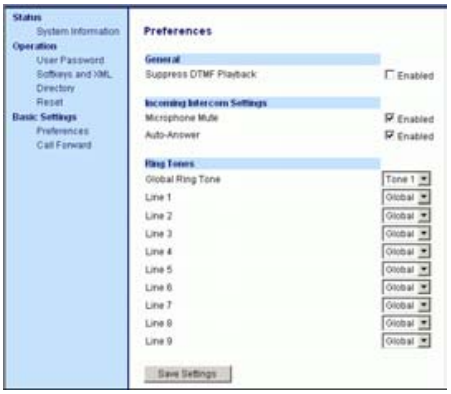
2.Press if you do not wish to pickup a call. This cancels the call pickup procedure.

Enabling/Disabling Microphone and Auto-Answer

Use the following procedure to enable/disable the microphone and/or auto-answer on the IP phone.

Aastra Web UI

1. Click on **Basic Settings->Preferences->Incoming Intercom Settings**.



The "Microphone Mute" field is enabled by default (turned OFF).

The "Auto-Answer" field is enabled by default (turned ON).

2. To disable the "Microphone Mute" field (turn ON), uncheck the check box.
3. To disable the "Auto-Answer" field (turn OFF), uncheck the check box.
4. Click Save Settings to save your changes.
5. Click on **Operation->Reset**.
6. In the "**Restart Phone**" field click Restart to restart the IP phone.

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Ending Calls

To end a call, you first need to connect to the call if not already connected. Press ☎ or the line/call appearance button of the active call. If connected through the handset, you can also place the handset back on hook to end the call.

Call Forwarding

The call forwarding feature on the IP phone allows incoming calls to be forwarded to another destination. The phone sends the SIP message to the SIP proxy, which then forwards the call to the assigned destination.

Call forwarding is disabled by default. Your system administrator can enable call forwarding on a phone-wide basis or on multi-line phones on a per-line basis. If you have configured call forwarding on an individual line, then the settings for this line are used; otherwise, the phone-wide call forward settings are used. You can have up to 9 lines on the 480i CT configured for call forwarding.

The following are the call forward modes you can configure for call forwarding:

Call Forward-Mode	Description
Off	Disables call forward
All	Phone forwards all incoming calls immediately to the specified destination.
Busy	Phone forwards incoming calls if the line is already in use.
No Answer	Phone forwards the call if it is not answered in the specified number of rings
Busy No Answer	Phone forwards the call if either the line is already in use or the call is not answered in the specified number of rings.
Global	Phone uses the phone-wide call forward setting. This is only valid when setting the mode of individual lines.

Setting Call Forwarding

Use the following procedure to configure phone-wide call forwarding.

IP Phone UI

1. Press ▲ on the phone to enter the Options List.
2. Select **Call Forward**.
3. Enter the "**Call Forward**" number destination for which you want your incoming calls to be forwarded.

Note: If you leave the "Number" field blank, call forwarding is disabled.

4. Enter the "**Call Mode**" that you want to set on your phone.
5. Enter the "**Number of Rings**" you want to set before the call is forwarded. Valid values are 1 to 9.

Note: "**Number of Rings**" field applys to **No Answer** and **Busy No Answer** modes only.

6. Press **Enter** to confirm the settings.

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Aastra Web UI

1. Click on **Basic Settings->Call Forward**.

For Global Call Forward Settings:

2. In the "**Mode**" field, select the mode you want to set on your phone.

Note: To disable call forwarding in the Aastra Web UI, set the mode to **OFF** and remove the phone number in the "**Number" field**.

3. In the "**Number**" field, enter the call forward number for which you want your calls to be call forwarded.
4. In the "**Number of Rings**" field, enter the number of rings you want to set before the call is forwarded. Valid values are 1 to 9.
5. Click Save Settings to save the Call Forward settings. The changes are dynamic and are immediately applied to the phone.

For Per-Line Call Forward Settings (not applicable to the 9112i):

1. Select a line to set Call Forwarding on.
2. In the "**Mode**" field, select the mode you want to set on this line.

Note: To disable call forwarding in the Aastra Web UI, set the mode to **OFF** and remove the phone number in the "**Forward Number**" field.

Note: To force a line to use the global settings, set the "**Mode**" field to **Global**.

3. In the "**Forward Number**" field, enter the call forward number for which you want your calls on this line to be call forwarded.
4. In the "**Number of Rings**" field, select the number of rings on the line before the call is forwarded. Valid values are 1 to 9.
5. Click Save Settings to save the Call Forward settings. The changes are dynamic and are immediately applied to the phone.

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Park Calls/Pick Up Parked Calls

The IP phone (including the 480i CT handset) has a park and pickup call feature that allows you to park a call and pickup a call when required. There are two ways a user or adminstrator can configure this feature:

- Using a static configuration
- Using a programmable configuration

Note: The IP phone accepts both methods of configuration. However, to avoid redundancy, Aastra Telecom recommends you configure either a static configuration or a programmable configuration.

The IP phone supports the Park/Pickup feature on the Asterisk, BroadWorks, Sylantro, and ININ PBX servers.

The following paragraphs describe the park and pickup methods of configuration on the IP phones.

Park/Pickup Static Configuration

You can configure a static configuration for parking and picking up a call using the Aastra Web UI at **Basic Settings-> Preferences**. By entering the appropriate value in the "**Park Call**" and "**Pickup Parked Call**" fields, you tell the phone where to park a live call and where to pickup the parked call.

On the IP phone UI, the static configuration method displays the following:

- When a call comes in, and you pickup the handset, the default label of "**Park**" displays on the Phone UI.
- After pressing the "**Park**" softkey to park the call, the default label of "**Pickup**" displays on the phone UI.

Note: On the 480i CT handset, pressing displays the "Park" and "Pickup" labels.

The values you enter in the Aastra Web UI for the Park/Pickup call feature are dependant on your type of server. The following table provides the values you enter for the "**Park Call**" and "**Pickup Parked Call**" fields in the Aastra Web UI.

Park/Pickup Call Server Configuration Values

Server	Park Values*	Pickup Values*
Aasterisk	700	700
Sylantro	*98	*99
BroadWorks	*68	*88
ININ PBX	callpark	pickup

***Leave "value" fields blank to disable the park and pickup feature.

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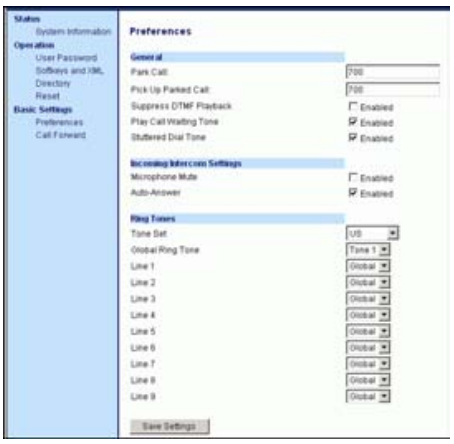
Configuring Park /Pickup using Static Configuration

Use the following procedure to configure the Park/Pickup call feature using the static configuration method.

Note: Aastra recommends you configure either the static or the programmable configuration, but not both.

Aastra Web UI

1. Click on **Basic Settings-> Preferences->General**.



2. Enter a server value in the **Park Call** field to which incoming live calls will be parked.

Note: For values to enter in this field, see the table "Park/Pickup Call Server Configuration Values" on page 21.

3. Enter a server value in the "**Pickup Parked Call**" field.

Note: For values to enter in this field, see the table "Park/Pickup Call Server Configuration Values" on page 21.

4. Click Save Settings to save your changes.
5. Click on **Operation->Reset**.
6. In the "**Restart Phone**" field click Restart to restart the IP phone.

Park/Pickup Programmable Configuration

The programmable method of configuration creates park and pickup softkeys keys that you can configure on the 480i CT phone.

You can set a softkey as "Park" or "Pickup" and then:

- specify a customized label to display on the Phone UI
- specify a value
- specify which line to use
- specify the state of the park and/ or pickup keys

On the IP phone UI, the Park/ Pickup feature displays the following:

- When a call comes in, and you pickup the handset, the custom label that you configured for the Park softkey displays on the Phone UI.
- After the call is parked, the label that you configured for the Pickup softkey displays on other phones in the network. You can then press the "Pickup" softkey, followed by the applicable value to pickup the call on another phone in your network.

On the 480i CT, the customized labels apply to the base unit only. On the 480i CT handset, pressing Ï displays the default labels of "Park" and "Pickup".

Notes:

1. On the 480i CT, the customized labels apply to the base unit only. On the 480i CT handset, pressing ⓕ displays the default labels of "Park" and "Pickup".
2. On the 480i CT, the old softkey labeled "Pickup" has been renamed to "Answer". This softkey uses the old functionality - when you pickup the handset, you see a softkey labeled "Answer". You can then press this key to pick up an incoming call. Do no confuse this feature with the new Park/Pickup configuration feature.

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You can configure a Park and Pickup programmable configuration using the Aastra Web UI.

Programmable Configuration Using the Aastra Web UI

On the 480i CT, you configure a Park and/or Pickup key at **Operation->Softkeys and XML**. You enter a key label, and value for a specific line on the phone. The default state of the Park configuration is "**connected**". The default state of the Pickup configuration is "**idle, outgoing**".

The 480i CT handsets use the park/pickup configuration enabled at **Operation->Handset Keys** in the Aastra Web UI. If Park or Pickup are enabled on more than one line on the base unit, the 480i CT handset uses the first programmable configuration.

For example, if line 1 and line 6 are configured for park, the 480i CT handset uses the configuration set for line 1 to park a call.

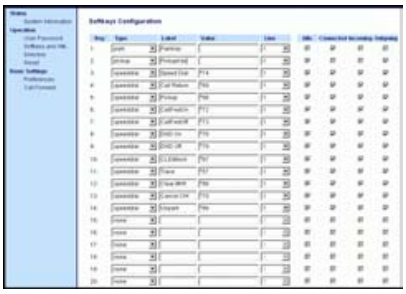
Note: Applicable values depend on the server in your network (Asterisk, BroadWorks, Sylantro, ININ PBX. See the table "Park/Pickup Call Server Configuration Values" on page 21.

Configuring Park/Pickup of Programmable Configuration

Use the following procedure to configure the Park/Pickup call feature using the programmable configuration method.

Aastra Web UI

1. Click on **Operation-> Softkeys and XML**.



2. Pick a softkey to configure for Parking a call.
3. In the "**Type**" field, select **Park**.
4. In the "**Label**" field, enter a label for the Park softkey.
5. In the "**Value**" field, enter the approriate value based on the server in your network.

Note: For values to enter in this field, see the table "Park/Pickup Call Server Configuration Values" on page 21.

6. In the "**Line**" field, select a line for which to apply the Park configuration.
7. Pick a softkey to configure for Picking up a call.
8. In the "**Label**" field, enter a label for the Pickup softkey.
9. In the "**Value**" field, enter the approriate value based on the server in your network.

Note: For values to enter in this field, see the table "Park/Pickup Call Server Configuration Values" on page 21.

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10. Click Save Settings to save your changes.
11. Click on **Operation->Reset**.
12. In the "**Restart Phone**" field click Restart to restart the IP phone.

For 480i CT Handset

1. Click on **Operation->Handset Keys**.

2. Pick a handset key to configure for parking a call.
3. In the "**Key Function**" field, select **Park**.
4. Pick another handset key to configure picking up a call.
5. In the "**Key Function**" field, select **Pickup**.
6. Click Save Settings to save your changes.
7. Click on **Operation->Reset**.
8. In the "**Restart Phone**" field click Restart to restart the IP phone.

Using the Park Call/Pickup Parked Call Feature

Use the following procedure on the IP phones to park a call and pick up a parked call.

Park a Call

1. While on a live call, press the "**Park**" softkey.
2. Perform the following for your specific server:

For Asterisk Server
- Server announces the extension number where the call has been parked. Once the call is parked, press the Goodbye key to complete parking.
For BroadWorks Server
- After you hear the greeting from the CallPark server, enter the extension where you want to park the call.
For Sylnatro Server
- Enter the extension number where you want to park the call, followed by "**#**" key.
For ININ Server
- Enter the extension number where you want to park the call, followed by "**#**" key.

If the call is parked successfully, the response is either a greeting voice confirming that the call was parked, or a hang up occurs. The parked call party will get music on hold.

3. If the call fails, you can pick up the call (using the next procedure) and press the "**Park**" softkey again to retry step 2.

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Pickup a Parked Call

1. Pick up the handset on the phone.
2. Enter the extension number where the call was parked.
3. Press the "**Pickup**" softkey.

   If the call pick up is successful, you are connected with the parked call.

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Additional Features

Star Codes

All of the main call handling and extension management features for your system can be set up as speed dials on softkeys on your phone. Contact your system administrator for more information.

If these have not been set up, you can dial any star code commands on the 480i CT phone the same way you would on a regular telephone.

Services

The services key on the 480i CT accesses enhanced features and services provided by third parties. Using the "Services" key, you can:

- Select customized (XML) features
- Utilize a Caller List
- Utilize a Directory
- Utilize Voicemail

These customized services are created by your system administrator.

XML services are created and provided by your application developer through the diverse web based language of XML. Availability of these services depends on your phone system or service provider.

XML Services

The Customized Features option on the Services menu allows you to select applications created by your system administrator, such as weather and traffic reports, contact information, company info, stock quotes, or custom call scripts.

You can also change the title of this option from "Customized Features" to a title of your choosing (via the Aastra Web UI at **Operation->Softkeys and XML ->Services** using the parameter, "**XML Application Title**".)

Reference

For more information about XML services, see "Softkeys for Accessing XML Services" on page 9 or contact your system administrator.

Accessing XML Services

Use the following procedure to access your customized XML services.

IP Phone UI

1. Press Services on the phone to display the **Services** menu. Select "**Custom Features**", or select the name you specified for your XML services.
2. Use the ▲ and ▼ to scroll through the line items in a menu-driven and directory "**Custom Features**" screen. Message services display to the screen after selecting the "**Custom Features**" option. For user input services, follow the prompts as appropriate.
3. To exit from the "**Customized Features**" screen, press **Exit**.

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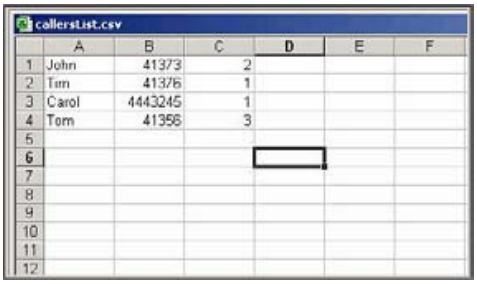
Callers List

The IP phones have a "Callers List" feature that store the name, phone number, and incremental calls, for each call received by the phone.

You can view, scroll, and delete line items in the Callers List from the IP phone UI. You can also directly dial from a displayed line item in the Callers List. You can download the Callers List to your PC for viewing using the Aastra Web UI.

When you download the Callers List, the phone stores the *callerlist.csv* file to your computer in comma-separated value (CSV) format.

You can use any spreadsheet application to open the file for viewing. The following is an example of a Callers List in a spreadsheet application.



The file displays the name, phone number, and the line that the call came in on.

Using the Callers List

Use the following procedure to use the Callers List.

IP Phone UI

1. Press Services on the phone to display the **Services** menu.
   or
   Press the ▼ key to enter the Callers List directly. (skip to step 3)
2. From the **Services** menu, select "**Callers List**".
3. Use the ▲ and ▼ to scroll through the line items in the Callers List.

Note: To the left of a line item, a ☎ icon displays with the handset ON or OFF the receiver. The ON receiver indicates the call came in as a missed call. The OFF receiver indicates the call came in and was answered.

4. To delete all entries in the Callers list, press the ◀ **Delete** softkey at the "Callers List" header.

   To delete a line item from the Callers List, select the line item you want to delete and press the ◀ **Delete** softkey.
5. To cancel a delete function, press the ▲ or the ▼ **Scroll** keys.
6. To save a line item to a programmable key for speeddialing, press the ◀ **Save** softkey and enter the line number at the "Save to?" prompt that is already configured for speeddialing at a softkey.
7. To dial a displayed entry from the Callers List, pick up the handset, press the 🔊/↩ handsfree key, or press a line key.
8. To exit the Callers List, press the Services key.

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Downloading the Callers List

Use the following procedure to download the Callers List using the Aastra Web UI.

Aastra Web UI

1. Click on **Operation->Directory**.

2. In the Callers List field, click on Save As... .
   A File Download message displays.
3. Click **OK**.
4. Enter the location on your computer where you want to download the Callers List and click **SAVE**.
   The *callerslist.csv* file downloads to your computer.
5. Use a spreadsheet application to open and view the Callers List.

Missed Calls Indicator

The IP phone has a "missed calls" indicator that increments the number of missed calls to the phone. This feature is accessible from the IP phone UI only.

The number of calls that have not been answered increment on the phone's idle screen as "**<number> New Calls".** As the number of unanswered calls increment, the phone numbers associated with the calls are stored in the Callers List. The user can access the Callers List and clear the call from the list. Once the user accesses the Callers List, the "<number> New Calls" on the idle screen is cleared.

Accessing and Clearing Missed Calls

Use the following procedure to access and clear missed calls from the Callers List. Once you display the Callers List, the "<number> New Calls" indicator clears.

IP Phone UI

1. Press **Services** on the phone to display the **Services** menu.
   or
   Press the ▬ key to enter the Callers List directly. (skip to step 3)
2. From the **Services** menu, select "**Callers List**".
3. Use the ▲ and ▬ to scroll through the line items in the Callers List to find the line items that have the ☎ icon with the receiver ON. These are the missed calls to the phone.
4. To clear a line item from the Callers List, select the line item you want to delete and press the **Clear** softkey.

   The line item is deleted from the Callers List.

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Directory List

The IP phones have a "**Directory List**" feature that allows you to store frequently used numbers on the phone. You can also dial directly from a directory entry.

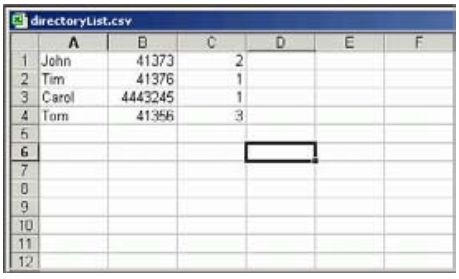
The Directory feature also includes a quick-search feature that allows you to enter the first letter that corresponds to a name in the Directory to find specific line items. The phone displays the first name with this letter.

Note: The quick-search feature in the Directory List works only when the Directory is first accessed.

You can view, add, change, and delete entries to/from the Directory List using the IP phone UI. You can also directly dial a number from the Directory List.

You can download the Directory List to your PC via the Aastra Web UI. The phone stores the *directorylist.csv* file to your PC in comma-separated value (CSV) format.

You can use any spreadsheet application to open the file for viewing. The following is an example of a Directory List in a spreadsheet application.



The file displays the name, phone number, and line number for each Directory entry.

Server to IP Phone Download

Your system administrator can populate your IP phone Directory List with server directory files. Contact your system administrator for more details.

Directory List Limitations

The following table indicates the maximum characters for each line and field in the Directory List.

Directory List Limitations	
Maximum length of a line	255 characters
Maximum length of a name	15 characters
Maximum length of a URI	45 characters
Maximum number directory entries in the NVRAM	200 entries
Maximum number directory entries in the NVRAM with the "public" attribute (480i CT only)	50 entries

Using the Directory List

Use the following procedures to access the Directory List.

IP Phone UI

1. Press Services on the phone to display the **Services** menu.
   or
   Press the ▲ key to enter the Directory List directly. (skip to step 3)
2. From the **Services** menu, select "**Directory List**".
3. Use the ▲ and ▼ to scroll through the line items in the Directory List.

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4. To delete all entries in the Directory list, press the **DeleteList** softkey at the "Directory List" header.

   To delete a line item from the Directory List, select the line item you want to delete and press the **Delete** softkey.

5. To cancel a delete function, press the ▲ or the ▼ **Scroll** keys.

6. To add a new entry to the list, press the **Add New** softkey at the "Directory List" header screen and perform step 7.
   or
   Press the **Add New** softkey at a line item and perform step 7.

7. Enter a phone number, name, and line number and press the ◀ **Save** softkey after each field entry.

Note: The 480i CT allows up to 200 directory entries.

8. To edit an entry, use the **Change** softkey. A screen displays allowing you to edit the name, phone number, and line number, as well as the public/private setting.

9. To dial a displayed entry from the Directory List, pick up the handset, press the ◁)/↺ hands-free key, or press the **Dial** softkey.

10. To exit the Directory List, press the **Quit** softkey.

Voicemail

The Voicemail feature on the 480i CT IP phone allows you to use a line, configured with a phone number for dialing out, to connect to a voicemail server.

For each assigned Voicemail number, there can be a minimum of 0 or a maximum of 1 Voicemail access phone number.

The Voicemail list displays a list of phone numbers assigned to the 480i CT that have registered voicemail accounts associated with them.

Note: The Voicemail list does not display the voicemail access number.

The phone displays up to 99 voicemails for an account even if the number of voicemails exceeds the limit.

Registered account numbers/URIs that exceed the length of the screen, either with or without the voicemail icon and the message count, are truncated with an ellipse character at the end of the number/URI string.

The end of the Voicemail list displays the number of new voicemail messages (if any exist).

Contact your system administrator for lines configured for Voicemail.

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IP Phone UI

1. Press Services on the phone to display the **Services** menu.
2. Select "**Voicemail**".
3. Use the ▲ and ▼ to scroll through the line items in the Voicemail list.
4. When you have selected a line item, press the handsfree key, ▶ **Scroll Right** key, or press a line softkey to make an outgoing call using the voicemail access phone number associated with the line for which the voicemail account is registered.

   From a selected item in the Voicemail list, you can also lift the handset (go offhook) to make an outgoing call using the voicemail access phone number.

Suppressing DTMF Playback

A feature on the IP phones allows you to enable or disable the suppression of DTMF playback when a number is dialed from the softkeys.

When suppression of DTMF playback is disabled, and you press a softkey, the IP phone dials the stored number and displays each digit as dialed in the LCD window.

When the suppression of DTMF playback is enabled, the IP phone dials the stored number and displays the entire number immediately in the LCD window, allowing the call to be dialed faster.

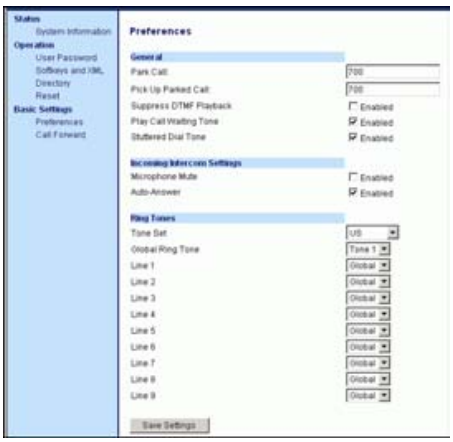
DTMF playback suppression is disabled by default. Suppressing DTMF playback can be configured using the Aastra Web UI.

Configuring Suppression of DTMF Playback

Use the following procedure to configure suppression of DTMF playback.

Aastra Web UI

1. Click on **Basic Settings-> Preferences**.



2. Go to the "**General**" section.
3. Enable the "**Suppress DTMF Playback**" field by checking the check box. (Disable this field by unchecking the box). Default is disabled.
4. Click Save Settings to save your settings. These changes are not dynamic. You must restart your IP phone for the changes to take affect.
5. Click on **Operation->Reset**.
6. In the "**Restart Phone**" field click Restart to restart the IP phone and apply the changes.

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Ring Tones and Tone Sets

You can configure ring tones and ring tone sets on the IP phones.

Ring Tones

There are several distinct ring tones a user can select from to set on the IP phones. You can enable/ disable these ring tones on a global basis or on a per-line basis.

The following table identifies the valid settings and default values for each type of configuration method.

Ring Tone Settings Table

Configuration Method	Valid Values	Default Value
IP Phone UI	Global: Tone 1 Tone 2 Tone 3 Tone 4 Tone 5 Silent	Global: Tone 1
Aastra Web UI	Global: Tone 1 Tone 2 Tone 3 Tone 4 Tone 5 Silent Per-Line: Global Tone 1 Tone 2 Tone 3 Tone 4 Tone 5 Silent	Global: Tone 1 Per-Line: Global

Ring Tone Sets

In addition to ring tones, you can configure ring tone sets on a global-basis on the IP phone. Ring tone sets consist of tones customized for a specific country. The ring tone sets you can configure on the IP phones are:

- **US** (Default - also used in Canada)
- **United Kingdom**
- **Italy**
- **Germany**
- **France**
- **Europe** (generic tones)
- **Australia**

When you configure the country's tone set, the country-specific tone is heard on the phone for the following:

- dial tone
- secondary dial tone
- ring tone
- busy tone
- congestion tones
- call waiting tone
- ring cadence pattern

You configure ring tones and tone sets using the Aastra Web UI and the IP Phone UI. However, when using the IP phone UI, you can set global configuration only.

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Configuring Ring Tones and Tone Sets

Use the following procedures to configure ring tones and tone sets on the IP phone.

Handset UI

(global configuration only)

1. Press the Menu key on the phone to enter the Options List.
2. Using the key, scroll through the list of options.
3. Select **Tones**.
4. Select **Set Ring Tone** and press .
5. Press to change the type of ring tone (**Tone 1** through **Tone 5** or **Silent**).
6. Press to save your setting and return to the **Tones** menu.
7. Select **Tone Set** and press .
8. Select the country for which you want to apply a tone set. Valid values are **Australia**, **Europe**, **France**, **Germany**, **Italy**, **UK**, and **US**. Default is **US**.
9. Press to save your setting and return to the **Tones** menu.
10. Press again to return to the Main Menu.

    The message *-confirmed-* displays in the window. The ring tone and tone set you select is immediately applied to the IP phone.

IP Phone UI

(global configuration only)

1. Press on the phone to enter the Options List.
2. Select **Tones**.
3. Select **Set Ring Tone**.
4. Select the type of ring tone (**Tone 1** through **Tone 5**, or **Silent**).
5. Select **Set** and then select **Next**.
6. Select **Tone Set**.
7. Select the country for which you want to apply the tone set. Valid values are **Australia**, **Europe**, **France**, **Germany**, **Italy**, **UK**, and **US**. Default is **US**.
8. Select **Set**.
   The ring tone and tone set you select is immediately applied to the IP phone.

Aastra Web UI

1. Click on **Basic Settings-> Preferences**.

For global configuration:

2. In the "**Ring Tones**" section, select a country from the "**Tone Set**" field.
3. Select a value from the "**Global Ring Tone**" field.

Note: See the Ring Tone Settings Table on page 32 for valid values.

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For per-line configuration:

4. In the "**Ring Tone**" section, select a line for which you want to set ring tone.
5. Select a value from the "**LineN**" field.

Note: See the Ring Tone Settings Table on page 32 for valid values.

6. Click Save Settings to save your settings. These changes are not dynamic. You must restart your IP phone for the changes to take affect.
7. Click on **Operation->Reset**.
8. In the "**Restart Phone**" field click Restart to restart the IP phone and apply the ring tone.

Stuttered Dial Tone

You can enable or disable the playing of a stuttered dial tone when there is a message waiting on the IP phone.

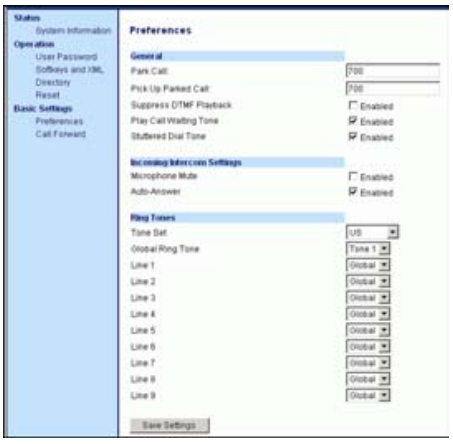
You can configure this feature using the Aastra Web UI.

Configuring Stuttered Dial Tone

Use the folllowing procedures to configure stuttered dial tone on the IP phones.

Aastra Web UI

1. Click on **Basic Settings-> Preferences->General**.



2. Stuttered dial tone is enabled by default. If required, disable the "**Stuttered Dial Tone**" field by unchecking the check box.
3. Click Save Settings to save your settings.
4. Click on **Operation->Reset**.
5. In the "**Restart Phone**" field click Restart to restart the IP phone.

Call Waiting Tone

You can enable or disable the playing of a call waiting tone when a caller is on an active call and a new call comes into the phone.

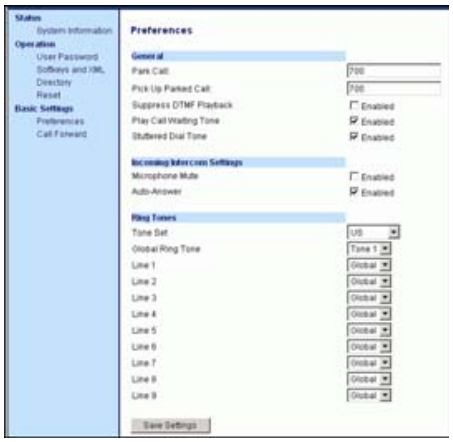
You can configure this feature using the Aastra Web UI.

Configuring Call Waiting Tone

Use the folllowing procedures to configure a call waiting tone on the IP phones.

Aastra Web UI

1. Click on **Basic Settings-> Preferences->General**.



2. A call waiting tone is enabled by default. If required, disable the "**Play Call Waiting Tone**" field by unchecking the check box.
3. Click Save Settings to save your settings.
4. Click on **Operation->Reset**.
5. In the "**Restart Phone**" field click Restart to restart the IP phone.

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Language

Using the 480i CT, you can set the screens to display in a specific language. When you set the language on the 480i CT Base Station and on the handsets, all of the display screens (menus, services, options, etc.) display in that language.

Valid languages for the 480i CT include English, French, and Spanish. Default is English.

Setting Language

You set the language on the 480i CT using the **Options** key ( ) on the Base Station or the Menu key ( ) on the handset.

Use the following procedures to set the language.

Handset UI

Note: When setting options on the handset, the Menu and Options display revert to the regular idle mode if no action/activity is initiatedwithin 20 seconds.

1. Press the key to enter the Options List when the phone is not in use.
2. Use the scroll keys and to scroll to the "**Language**" option.
3. Press to select the "**Language**" option.
4. Use the scroll keys and to scroll to the language you want to set on the handset.
5. Press to select "**In English** (English), **En francais** (French), **En espanol** (Spanish), **In Deutsch** (German), or **In italiano** (Italian) option.
   The display shows `confirmed` when the selection is changed.

Note: The language in use is identified with a check mark.

6. Press when done.

   The language you select is immediately applied to the handset display.:

IP Phone UI

1. Press on the phone to enter the Options List.
2. Select **Language**.
3. Select **In English** (English), **En francais** (French), **En espanol** (Spanish), **In Deutsch** (German), or **In italiano** (Italian).
4. Select **Done**.

   The language you select is immediately applied to the 480i Base Station UI display.

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Customizing Your 480i CT Cordless Handset

When in an idle state, pressing the Menu key of the handset will present the following list of options. Once in the menu list the user can scroll up and down using the scrolling keys to see each option.

Item #	Menu list
1	Intercom
2	Language
3	Ring tone
4	Custom name
5	Timer Off
6	Vibrate Off
7	Hset pairing
8	Key lock Off
9	Backlight Off
10	Silent Alert

Note: The display will return to idle if no action/activity is initiated within 20 seconds.

Accessing Options

Pressing the key will access the options list menu. This action results in displaying a Menu list header with brief list navigation instructions .

Navigation of the menu is performed using the down arrow (key) or the up arrow (key). Shortcut to the menu item can also be performed by pressing the corresponding menu item number. Two digits numbered items can be short-cutted by pressing the digits within a one second time span.

Pressing the key will quit the Menu and return to the idle mode or call mode.

Intercom

The 480i CT supports intercom function between a 480i CT base and any of its paired cordless handsets, and vice versa.

Pressing `Select` while viewing this option will bring up a list of base and paired handsets available for intercom. To select a handset or base to intercom, navigate to the desired handset or the base using the key or the key. Then press the `Call` soft key. Shortcut to any handset or base in the list is permitted by pressing the corresponding numeric key digit; the order of the list is numbered from zero (0) for the base (0) and four (4) for the 4th handset in the list.

Note: Your system administrator can configure outgoing Intercom calls using the Icom button. Contact your system administrator for more information.

Reference

For more information about the intercom feature, see "Intercom" on page 13.

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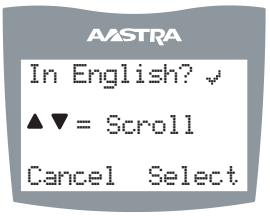
Language

The prompt on 480i CT handset can be personalized to English, French, or Spanish language. A checkmark beside the language indicate the currently selected language prompt.



Reference

For more information about changing language on the handset, see "Language" on page 35.

Ring Tone

There are several selectable Ring tones available on the 480i CT handset. A checkmark beside the ring tone number indicates the currently selected ring tone.

Reference

For more information about changing ring tones on the handset, see "Customizing Your 480i CT Cordless Handset" on page 36.

Custom name

Custom name allows the user to personalize the name/label for the cordless handset. In a multi-handset environment, this is an ideal option to personalize each handset to its user or extension number.

Handset UI

1. Press M.
2. Navigate to `Custom Name` or press 4 GHI.
3. Press the `Change` softkey.
4. Press the `Edit` softkey. If a custom name already exists, the `Delete` softkey will be presented.
5. Using the keypad, type out a new label or use the scroll keys F and M to move the cursor to the desired display position or to erase text.
6. The `ChCase` softkey is available to toggle between upper and lower case text entry.
7. Press the `Save` softkey to save the name.
8. Press the Goodbye key to return to the main idle screen.

Note: In editing mode, the Volume Bar can be used in place of the F and M keys to control the screen cursor. Pressing the Lower end volume bar for Backspace/Erase; and pressing the Higher end volume bar to add a Space.

Call timer

When the call timer is enabled, the timer starts from the first call and continues until all calls have been released.

Note: The call timer is not usable for call accounting since the timer continues to increment even when the call is on hold.

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Vibrate

The Vibrate option allows the handset to signal an incoming call by vibrating as well as ringing. By default, this option is always Off.

- To enable this feature, press the Change softkey and the display will indicate "Vibrate On" and "-confirmed-" and will quickly return to the previous menu display.
- Once the Vibrate is On, icon is shown beside the ringer icon on the top right line of the display.
- Pressing the key will return you to the main idle display screen.

Handset Pairing

All handsets must be paired to a 480i CT base before it can be used. Please refer to the section entitled 52.

Key Lock On or Off

The key lock option enables the user to lock the keypad keys. This prevents accidental activation of the phone.

To lock the keys from the key lock option page:

- Press Change softkey to turn Key lock ON or OFF. The screen will display Key lock On or Key lock Off -confirmed-.

Pressing the key will return you to the main idle display screen.

Note: You can activate the Key Lock Off or On by pressing only the and then the key from the idle screen.

Backlight

The Backlight option allows the user to turn on or off the backlit light on the LCD display.

Press Change softkey to turn Backlight ON or OFF.

Once the Backlight option is chosen, the screen will display Backlight On

or Backlight Off -confirmed-.

Silent Alert

The Silent Alert option will activate an internal hardware vibrator instead of a regular ringer during an incoming call. By default, the Silent Alert is automatically set to Off.

To activate Silent Alert from the option display:

- Press Change softkey to turn alert On or Off. The display will show -confirmed-.
- Once the Alert is On, icon is shown on the top line of the display.

Notes:

1. You can activate or deactivate the Silent alert by pressing only the key and then the key.
2. The Ringer Icon does not appear on the display when the Silent alert is On.

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Finding the Phones's IP Address using the Handset

You can find the IP address of the IP phone's Base Unit using the handset. Use the following procedure to find the IP address.

Handset UI

1. Press the M key to enter the Options List when the phone is not in use.
2. Use the scroll keys M and F to scroll to the "**Network**" option.
3. Press ⌒ to select the "**Network**" option.
4. Use the scroll keys M and F to scroll through the network status until the IP address of the phone appears in the display.
5. Press ⌒ when done.

Feature Keys on the Handset

You can program up to 15 feature keys on the 480i CT handset with specific functions using the Aastra Web UI. The following table identifies the functions available for all 15 handset keys and the default functions for each key.

Key Function	Description	Default for:
Line 1	Line 1 key - Selects line one	Handset Key 1
Line 2	Line 2 key - Selects line two	Handset Key 2
Line 3	Line 3 key - Selects line three	Handset Key 3
Line 4	Line 4 key - Selects line four	Handset Key 4
Icom	Intercom key – Enter handset list to select handset to call	Handset Key 5
Dir	Directory key – Activate directory feature	Handset Key 6
Callers	Callers key – Activate callers feature	Handset Key 7
Xfer	Transfer key - Activate transfer feature	Handset Key 8
Conf	Conference key - Activate conference feature	Handset Key 9
Public	Public key – Toggle between public & private call mode	Handset Key 10
None	No function is selected – this key is empty, no label.	Handset Key 11 and 12
Line 5	Line 5 key (if available) - Selects line five.	Handset Key 13
Line 6	Line 6 key (if available) - Selects line six.	Handset Key 14
Line 7	Line 7key (if available) - Selects line seven.	Handset Key 15
Line 8	Line 8 key (if available) - Selects line eight	
Line 9	Line 9 key (if available) - Selects line nine	

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Feature Key Programming Guidelines

The following are guidelines to use when programming the feature keys on the handset:

- All handsets paired with the same Base Station have the same programmed functions since the web interface applies the functions to all the handsets paired with that base.
- A newly registered handset or handset that was out-of-range during the programming needs to perform an "off-hook and on-hook" sequence in order for the newly programmed function to be broadcasted to the affected handsets. Simply press the key from the idle state to go off-hook. Then, press the key to go back on-hook.
- Duplicate functions can exist in the feature key as there is no filtering or duplicate checking done on the handset or the base.
- If no line keys are programmed for the feature key, the handset is restricted to intercom calls only.
- If all 12 programmable functions have been programmed to "None", the user is presented with a `List empty` message when the feature key is pressed.

- For security reasons, the user has 180 seconds (3 minutes) to complete the programming. Otherwise, the phone displays the following error: `** Error **: Session expired, Please reload page.`
- For security reasons, the user must submit the page from the same browser that was used to load the page. If the user tries to submit the page from any other IP address, the following error displays: `** Error ** Session invalid. Different Client IP Addresses. — Please reload page`

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Programming Feature Keys

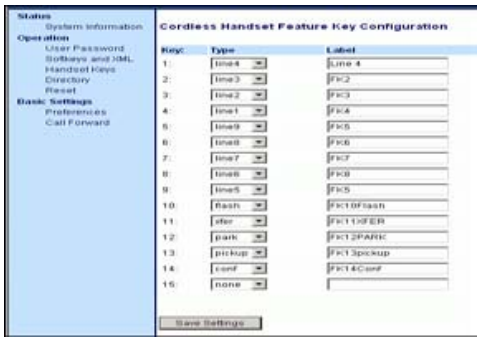
You can program up to 12 feature keys on the 480i CT IP phone using the Aastra Web UI. Use the following procedure to program the feature keys on your 480i CT Base Station and all paired handsets.

Aastra Web UI

1. Open your web browser and enter the phone's IP address or host name into the address field.
2. At the prompt, enter your user-name and password and click OK.

Note: For a user, the default user name is "**user**" and the password field is left blank

3. Click on **Operation->Handset Keys**..



4. Select the handset key you want to program.
5. Select the function for that handset key from the "**Key Function**" field.
6. Click Save Settings to save the function you selected to the handset key. The key programming information is sent to the 480i Base Station and to all the cordless handsets associated with that Base Station. Any key programmed to "None" does not appear in the handset's list.

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Using the 480i CT Cordless Handset

Idle Mode

During idle mode (i.e. no incoming call, no active call, or no call on hold), the handset name, date & time, status messages, and status icons are present on the display.

Note: The phone name label (Angela in the diagram above) can be edited in the Options list.

Handset Icons and Status Messages

Screen Icons

	Battery Charge State 4 bars for battery full and the battery icon flashes when charging
	Reception (Radio Link) On - Within Range: Ready for use OFF - Out of range/no radio link
	Feature Key Activation Indicates the phone is off hook or a call is in progress
	Silent Alerter Silent alerter activated
	Ringer Volume This icon is available only when the phone is in idle mode to indicate the ringer volume level. The box will go from empty to fully black to represent from off to low to high volume.
	Receiver Volume This icon is available only when the phone goes off-hook to indicate the receiver audio volume. The box will go from empty to fully black to represent from low to high volume; there are 10 volume levels total.
	Directory List This icon located just above the softkey allows access to the Directory List feature.
	Callers List This icon located just above the softkey allows access to the Callers List feature.

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Status Messages

Display Message	Description
Microphone mute	Indicates when the Mute button has been Activated
Out of range	Appears briefly when pressing a key if out of range of the base station

Handset Keys

Softkeys (or)

Your 480i CT cordless handset has 2 softkeys directly under the LCD display. The softkey menus will change depending on the phone's state, displaying relevant softkeys only. These softkeys are pre-programmed for the call handling and extension management features.

Talk /Hold Key

The Talk/Hold key is a multi-purpose key with the following uses:

- To initiate a call by seizing the line or through pre-dial.
- To answer a call during ringing.
- To place a call on hold during an active call.

Hold Key

Pressing the hold key while on a call will place the call on hold. While a call is on hold, and if there are no other active calls, the LED will flash at the hold rate and the display will present the Call is on hold prompt. In addition, held call reminder tone will be played in the form of a short ring burst (flash ring).

This handset is equipped with an auto-hold feature. While on an active call, pressing any other line key will result in the current line being placed on hold and the new line being seized.

Release Key ( )

The release key is a multi-purpose key with the following uses:

- To end a call.

Note: If handset is placed in the charger cradle, it will also end the call.

- To silent the ringing during an incoming call.
- To exit feature such as Menu (options), Directory, Callers, Redial, Pre-dial.

Note: Pressing this key in a feature will not terminate an active call.

Mute Key ( )

Use the mute key when you want to be able to hear a caller but have them not hear you. Press the key to mute the handset. Press the key again to disengage mute. The Microphone mute prompt is displayed when mute is activated.

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Redial Key (Ⓡ)

The Redial key displays a list of the last 10 calls made from the handset. Use the F and M to scroll through the list.

Feature Key List (F)

The 480i CT cordless handset supports a programmable feature key list for easy access to common features. The available features include line keys, intercom, directory, callers log, transfer, conference, and public/private call mode. For more information about the feature keys, see "Feature Keys on the Handset" on page 39.

Menu List (M)

The Menu list allows access to intercom calling, and personalization of handset including language, ring tone, vibrate, backlight and silent alert. Please refer to the section "Customizing Your 480i CT Cordless Handset" on page 36.

Multifunction Handset LED Indicator

The multifunction Handset LED provides the following user feedback:

- Flash: Message Waiting Indicator – Slow
- Flash: Alerting – Rapid
- Flash: Mute – intermittent
- Flash: Hold – Intermediate
- Solid: On an active call

Battery Charging

The handset is powered by a nickel metal hydride battery pack. To install and charge the battery:

1. Slide the cover of the battery compartment.
2. Place the battery pack in the compartment with the connector wires pointing towards the bottom of the handset.
3. Connect the battery terminal wire to the charging pins located in the compartment
4. Slide the cover of the battery compartment back onto the handset
5. Place the handset, face up, in the charging cradle. The handset should easily slide into the charging cradel. If it does not, check the battery compartment cover to ensure it is in the proper position.

To confirm that the battery is charging, check the battery icon symbol on the handset display to see if the lines inside the icon are flashing left to right.

Note: The battery must be charged for a minimum of six hours prior to initial usage of the phone.

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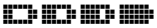
Handset Battery Indicator & Status

The display provides "at a glance" information on the handset battery.

	The bars indicate the battery charge level — 4 for full, needs recharging when only 1 bar appear
	The bars will flash when the battery is being recharged on the charger stand.

Note: The handset is designed to recharge the batteries automatically, when required and placed on the charger stand. The battery icon will not flash and the handset does not charge every time it is placed on the stand. If a defective battery is replaced, then the battery Icon is not identified until the new battery is charged for at least 2 minutes.

Volume Control

The volume key, located on the side of the handset, controls both the receiver and ringer volume.

Note: The volume key can also be used to adjust the right/left cursor to add spaces or to erase characters on the display when editing or creating names, key labels etc.

To adjust the receiver volume:

- While on a call, press the top of the key to increase the receiver volume and press the bottom of the key to decrease the volume. The receiver volume icon on display will indicate the current volume level. In absence of a PBX, the receiver volume returns to the default setting after each call. However, the PBX directive can direct the handset default to the volume.

To adjust the ringer volume:

- When the handset is not being used for a call, press the top of the key to increase the ringer volume and press the bottom of the key to decrease the ringer volume. The handset ringer will sound on each adjustment to reflect the new setting and the ringer volume icon on display will also show the current level chosen.

Directory – 480i CT Cordless Handset

Entering Characters and Numbers

Editing keys

During alphanumeric entry, the volume control keys become edit keys. They are used to provide backspace and forward-space capability to the unit. For Backspace/Erase, press the Lower end of the volume bar. To add a space or to erase from left to right, press the higher end of the volume bar.

Note: The Down scroll key (marked M) or the Up scroll key (marked F) are also used to provide backspace and forward space respectively.

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General Record Editing

To accommodate adding and editing, use the available characters as labelled on the keypad. Pause key and special characters are also available:

⓪ key / Pause key

To allow the user to enter pause characters, the pause key is the ⓪ digit key in alphanumeric editing mode. Characters will appear in the following order: : 0, ▯.

① key

In the alphanumeric mode, the ① digit key will access several special characters. Characters will appear in the following order:

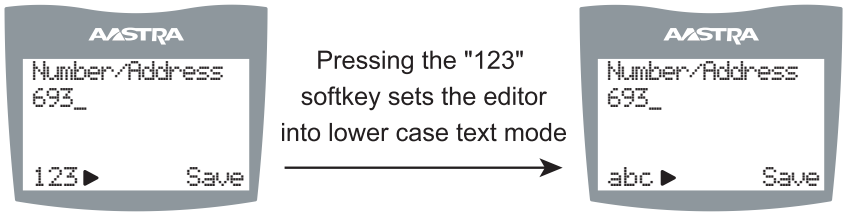
1	@	.	:	;	=	_	,	-	`	&	(	)

As can be seen, these special characters accessible through the ① key allow URI and IP address data entry.

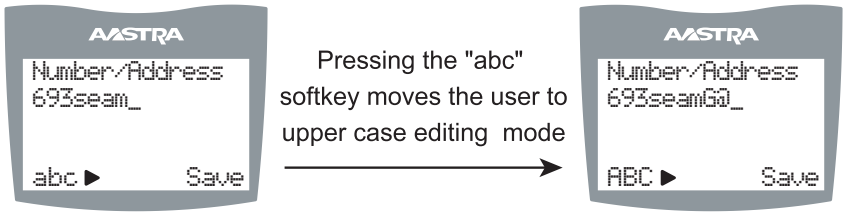
Note: To enter the dot/period in the IP address format, the star ⑧ key is used when in numeric "123" editing mode. Alternatively, in text "abc" or "ABC" editing mode, use the ① key to access the "▪".

"123" —þ"abc"þ—"ABC" softkey

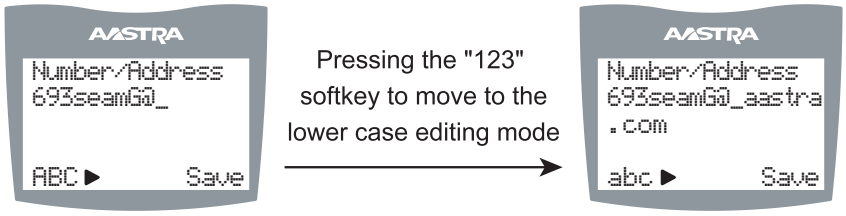
You can use the left soft key to toggle from numeric "123" editing mode to lower case text "abc" editing mode, to upper case text "ABC" editing mode.



Switch from Numeric to Lower Case Alphanumeric Mode



Continued Editing in Lower Case Text mode Then Switch to Upper Case Text Mode



Cycle Edit Mode Back to Lower Case and Finish Address Entry

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Adding Record to Directory

The directory can store up to 50 names and numbers, which are displayed in alphabetical order. If no name is entered, the entries are sorted by number, at the beginning of the directory.

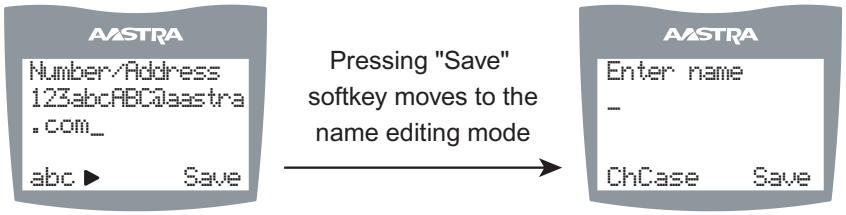
To add an item to the directory,

1. Press the soft key from the idle mode as shown below.

2.Press the `Add` soft key.

3.Enter the Number/Address information. Please refer to 45.

4.Press `Save` to advance to the name entry screen.



5.Enter a name for the Number/Address information. The name can have up to 15 characters, including spaces. Please refer to 45.

6.Press the `Save` softkey. The display will show `Item saved`.

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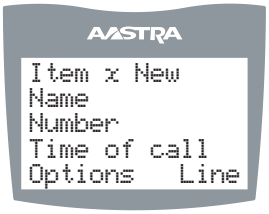
Callers List – 480i CT Cordless Handset

The Callers list stores the last 50 calls received. Items are stored in chronological order with new items being first in the list. Each call received is stored, no collapsing of records, and can be deleted or saved to a directory. Oldest call records are automatically removed from the list when the list is full and new items are received.

The following figure shows the header screen. On this screen, there is the title, the number of total items, the number of new items, instructions for viewing the items and two soft keys — `Exit` and `Delete`. The exit key quits the list and the delete key deletes the entire Callers list.

If there are no new items, then the `x New` line is not displayed. Once items are viewed, they are marked as old and do not show up in the new item count or in the new item scroll list.

Once in the list, items are displayed as shown in the next figure.



The above screen shows the item number, the name and number of the caller, and the time the call was received. Also shown are two soft keys — `Options` and `Line`.

`Options` allow the user to save to directory or delete the record.

Dialing from Callers List

To dial the caller back, the `Line` soft key can be pressed and the user is taken to the feature list where the configured lines can be chosen to place the call. The user simply scrolls to the desired line and presses `Select`. The call will then be placed on that line over the cordless link.

Saving Item to Directory

From the `Options` softkey of the Callers List, scroll to the `Save to Directory` item and press the `Select` softkey. will be displayed upon successful saving to the directory.

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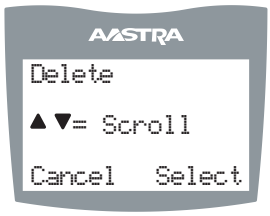
Deleting Item from Callers List

From the Options softkey of the Callers List, scroll to the Delete item and press the Select softkey.



The user is prompted to confirm the delete action by pressing the Delete softkey.

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Making Calls from 480i CT Cordless Handset

Pre-dialling a Number

Press the key to obtain dial tone and use the Keypad to dial the number. You can also make a call by pre-dialling a number. Pre-dialling lets you view a number before you dial. If the number is correct, press the key to dial the number. If the number is incorrect, use the key or press down on the volume key to erase digits from right to left. Calls can also be made directly from the Directory.

Using a Headset

The 480i CT cordless handset accepts headsets through the 2.5 mm audio jack on the bottom of the phone. Contact your telephone equipment retailer or distributor to purchase a compatible headset. Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.

Receiving Calls

When a call is ringing at your extension, you will see the Inbound Call screen. Press the key to answer an incoming call or lift the handset out of the charging cradle.

Call Privacy

In the 480i CT multi-handset system, it is possible to connect several cordless handsets together with each other or with the base as extensions to a call. This is just like an analog system with extension phones going off hook to join a call in progress. However, because this system is actually intended for use in an enterprise environment, some method of call privacy is required.

All calls, base or handset, will begin in the "private" mode. In this mode, no extensions will be allowed to join that handset or base call. There will be a user interface provided to toggle between the "private" and "public" modes.

"Public" Feature Key

A feature key will be available in the feature list for the user to press to toggle between the "private" and "public" modes for a call. Pressing the `Public` feature key in the feature list anytime during a call will put the call into the public call mode. When the call is in public call mode, the triangle indicator will light in front of the `Public` label in the feature list. This will also cause that feature key to appear on an available soft key but with a different label – `Private`. The user can then press the `Private` soft key to toggle the call back to private or he can navigate into the feature list and press the `Public` feature key.

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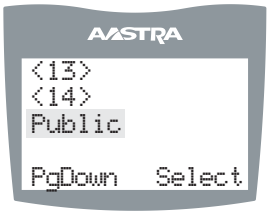
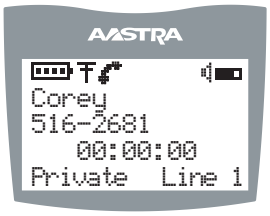
Either way, the triangle indicator will clear and the call will be back in private mode. The figures of this section demonstrate the UI.

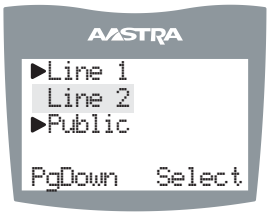
Private Call in Progress



Feature List View with the Public Key Selected but not Invoked



Public Call in Progress



Feature List View with the Public Key Invoked but not Selected

In the figure above, the left screen depicts a call that is public. The user can press the Private soft key at any time to make the call private – i.e. no extensions allowed to join. In the right screen, the right pointing triangle indicates the current call is in public mode. The user could also select this feature key to return the call to private.

Note: Any local caller on the call can convert the call. For instance, if one cordless caller is on an external call, he can press the "Public" feature key to make the call public. At that point up to three other handsets can join in on the call. If any of those joining handsets presses the "Private" soft key, then the call is made private and no other users can join the call unless the call was made public again.

Ending Calls

To end a call, you first need to connect to the call, if not already connected, and press the key. You can also place the handset back on the charging cradle to end the call.

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Pairing and Unpairing Cordless Handset to Base

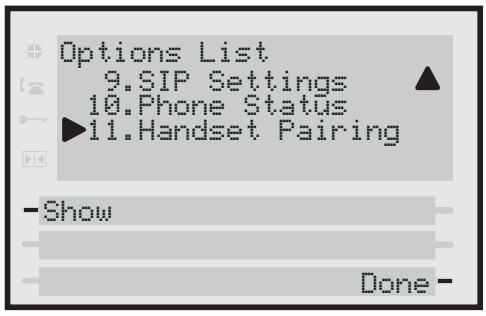
Pairing Handset

All handsets must be paired to a Base Station. This is performed from both the base and the cordless handset. Successful pairing will add the handset name to the handset list on the base and synchronize the handset list from the base to the newly paired handset. A total of 4 handsets can be paired to a single 480i CT base.

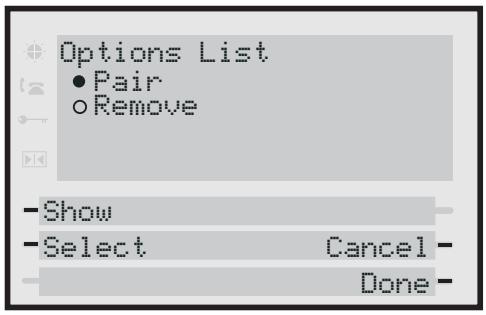
Note: When performing the handset pairing, it is recommended that thehandset be within 3 feet of the 480i CT base.

1. On the 480i CT base press .

2.Select 11.Handset Pairing



3.Select Pair



Note: If there are already 4 handsets paired to the base, you will not be able to select the Pair option.

4.On the 480i CT cordless handset press .

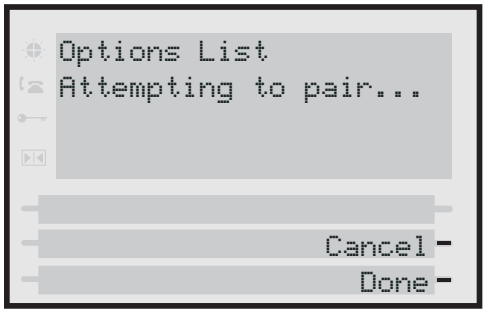
5.Select 7- Hset pairing

Note: If the handset has already been paired, the softkey will be labelled as Remove instead of Pair.

Ensure the handset being paired is within close proximity to the base. It is recommended that the handset be within 3 feet from the 480i CT base.

Note: It is recommended that both steps 6 and 7 be executed at the same time.

6.On the 480i CT base, select Done.



7.On the 480i CT cordless handset, press the softkey for Pair.

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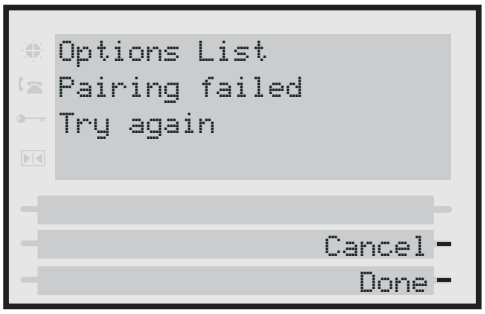
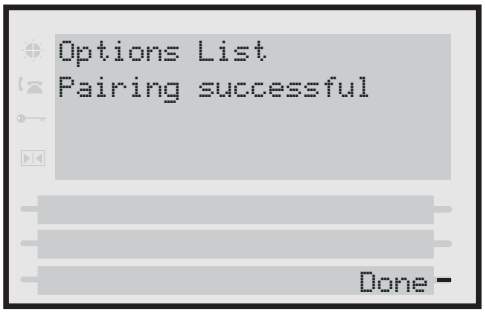
Upon success or failure of pairing, one of the following will be displayed on the handset and base, respectively:

Successful Pairing of Handset

Failed Pairing of Handset



Pairing Failed Display



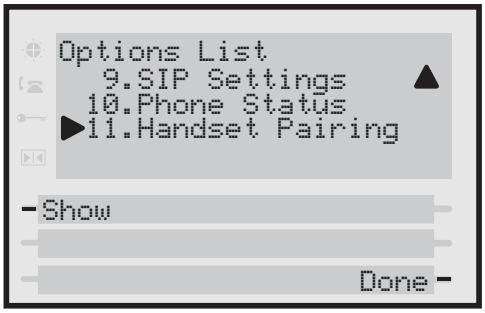
Pairing Success Display

Unpairing Handset

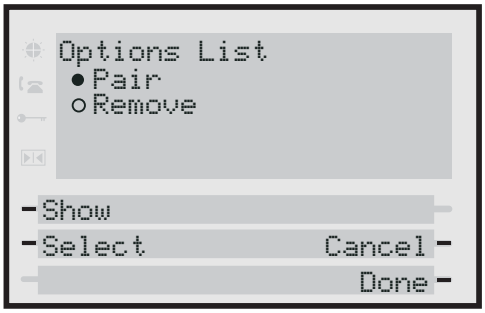
Unpairing of the handset can be done from either the cordless handset or the base. However, if the handset being removed is out of range from the base, the unpairing is only performed local to the device where the removal process was initiated.
If the unpairing is only successful from the local device, the unpairing procedure will need to be completed from the other device.

1. On the 480i CT base press .

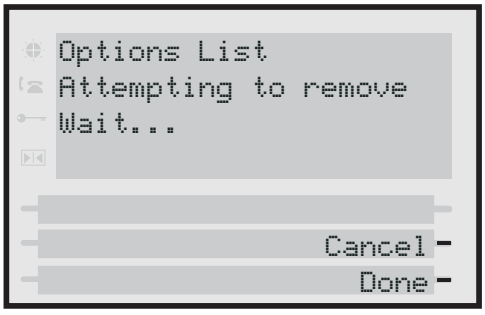
2.Select `11.Handset Pairing`



3.Select `Remove`.



4.Select `Done`. The following will be displayed on the screen.



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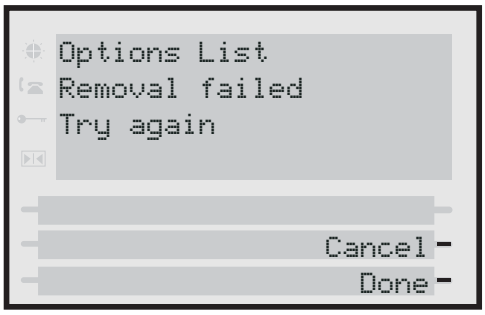
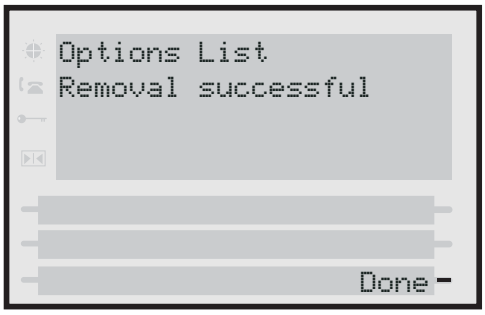
Upon success or failure of unpairing, one of the following screen will be displayed on the base:



Failed Removal



Successful Removal

5. If required, on the 480i CT cordless handset press M.
6. Select 7- Hset pairing

Note: If the handset is not paired, the softkey will be labelled as Pair instead of Remove.

7. Press the softkey for Remove.

Upon success or failure of unpairing, one of the following screen will be displayed on the handset:

Successful Removal Attempts

Failed Removal Attempts

Note: Unpairing of the handset will return it to factory default state. All data including the functions in the Feature key will be removed.

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Troubleshooting Solutions

This section describes solutions to some most commonly occurring problems.

Why is my display blank?

Ensure that power is being provided to your phone. If your network does not provide inline power over Ethernet, you can obtain an additional accessory, the Aastra PoE (Power over Ethernet) inline power supply, to provide power over Ethernet locally to your phone. See the section "**Connecting to the Network and to Power**" in the *Aastra 480i Installation Guide* for details.

Why is my speakerphone not working?

If you press the / button and the speaker light flashes and you do not hear dial tone through the speaker phone, the Set Audio option in the phone's Options list has been set up for headset use. Press / a second time and if the light goes out, the phone has been set up to be used only with a headset or handset. If the light stays on steady and you hear dial tone, the phone has been set up so that you can alternate between the speakerphone and the headset by pressing / . See the section "**Customizing your phone**" in the *480i Installation Guide* for instructions on how to change the Set Audio option.

Why can't I get a dial tone?

Check for any loose connections and that the phone has been installed properly. For installation instructions, please refer to the "**Installation and Setup**" section in the *Aastra 480i Installation Guide* provided with your phone.

Why doesn't my phone ring?

Check the ring volume on your phone. It may be turned down or turned off. To adjust the ringer volume setting, press the volume button when the phone is on-hook and idle. For more information, refer to the "**Adjusting Volume section**" in the *Aastra 480i Installation Guide* provided with your phone.

Why is the light not coming on with a new Voice Mail Message?

Your phone system or service provider must provide "Visual" Message Waiting service for this function to work. Check with your system administrator for more information.

Why is my handset not working?

Check to ensure that the handset cord is fully connected to both the phone and handset. See the section "**Connecting a Handset or Headset**" in the *Aastra 480i Installation Guide* for information.

What are services, and how do I use them?

Services on the IP phone include:

- Customized features
- Callers List
- Directory List
- Voicemail

See the section, "Services" on page 26 more information about the options available under "Services".

How do I find the IP address of my phone?

Instructions on where to find the IP address of your phone can be found in this guide in the section, "Finding Your Phone's IP Address" on page 3.

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Why does my phone display "Bad Encrypted Config"?

The IP phone displays "Bad Encrypted Config" because encrypted configuration files are enabled but the decryption process has failed.

Report this error to your system administrator.

Why does my phone display the "No Service" message?

The phone displays the "**No Service**" message if the SIP settings have not been set up correctly.

Contact your system adminstrator for more information.

How do I restart the 480i CT IP Phone?

Note: You must restart the 480i CT IP phone from the Station Base or from the Aastra Web UI.

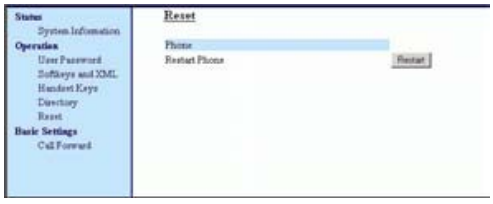
IP Phone UI

1. Press ⏏ on the phone to enter the Options List.
2. Select **Phone Status**.
3. Select **Restart Phone**.
4. Press **Restart** to restart the phone.

Note: To cancel without restarting the phone, press **Cancel.**

Aastra Web UI

1. Click on **Operation->Reset**.



2. Click Restart.
3. Click **OK** at the confirmation prompt.

How do I change my User Password?

You can change the user password from the IP phone UI or the Aastra Web UI.

IP Phone UI

1. Press ⏏ on the phone to enter the Options List.
2. Select **User Password**.
3. Enter the current user password.
4. Enter the new user password.
5. Re-enter the new user password.
6. Press **Enter** to save the new password. A message, "Password Changed" displays on the screen.

Aastra Web UI

1. Click on **Operation->User Password**.

2. In the "**Current Password**" field, enter the current user password.

Note: By default, the user name is "user" (all lowercase) and the password field is left blank. If you have forgotten your password, contact your system administrator for assistance.

3. In the "**New Password**" field, enter the new user password.
4. In the "Confirm Password" field, enter the new user password again.

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5. Click Save Settings to save your changes.

For information on how to access the Aastra Web UI, go to the section "Accessing the Aastra Web UI" on page 4. Administrators should refer to the *Aastra SIP 480i/480i CT/9112i/9133i IP Phone Administration Guide*. for details.

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Limited Warranty

Aastra Telecom warrants this product against defects and malfunctions during a one (1) year period from the date of original purchase. If there is a defect or malfunction, Aastra Telecom shall, at its option, and as the exclusive remedy, either repair or replace the telephone set at no charge, if returned within the warranty period.

If replacement parts are used in making repairs, these parts may be refurbished, or may contain refurbished materials.

If it is necessary to replace the telephone set, it may be replaced with a refurbished telephone of the same design and color. If it should become necessary to repair or replace a defective or malfunctioning telephone set under this warranty, the provisions of this warranty shall apply to the repaired or replaced telephone set until the expiration of ninety (90) days from the date of pick up, or the date of shipment to you, of the repaired or replacement set, or until the end of the original warranty period, whichever is later. Proof of the original purchase date is to be provided with all telephone sets returned for warranty repairs.

Exclusions

Aastra Telecom does not warrant its telephone sets to be compatible with the equipment of any particular telephone company. This warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident, neglect, abuse, misuse, fire or natural causes such as storms or floods, after the telephone is in your possession.

Aastra Telecom shall not be liable for any incidental or consequential damages, including, but not limited to, loss, damage or expense directly or indirectly arising from the customers use of or inability to use this telephone, either separately or in combination with other equipment. This paragraph, however, shall not apply to consequential damages for injury to the person in the case of telephones used or bought for use primarily for personal, family or household purposes.

This warranty sets forth the entire liability and obligations of Aastra Telecom with respect to breach of warranty, and the warranties set forth or limited herein are the sole warranties and are in lieu of all other warranties, expressed or implied, including warranties or fitness for particular purpose and merchantability.

Warranty Repair Services

Should the set fail during the warranty period;

In North America, please call 1-800-574-1611 for further information.

Outside North America, contact your sales representative for return instructions.

You will be responsible for shipping charges, if any. When you return this telephone for warranty service, you must present proof of purchase.

After Warranty Service

Aastra Telecom offers ongoing repair and support for this product. This service provides repair or replacement of your Aastra Telecom product, at Aastra Telecom's option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions;

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In North America, contact our service information number: 1-800-574-1611. **Outside North America**, contact your sales representative.

Note: Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. This restriction applies during and after the warranty period. Unauthorized repair will void the warranty.

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If you've read this owner's manual and consulted the Troubleshooting section and still have problems, please visit our website at www.aastra.com or call 1-800-574-1611 for technical assistance.

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